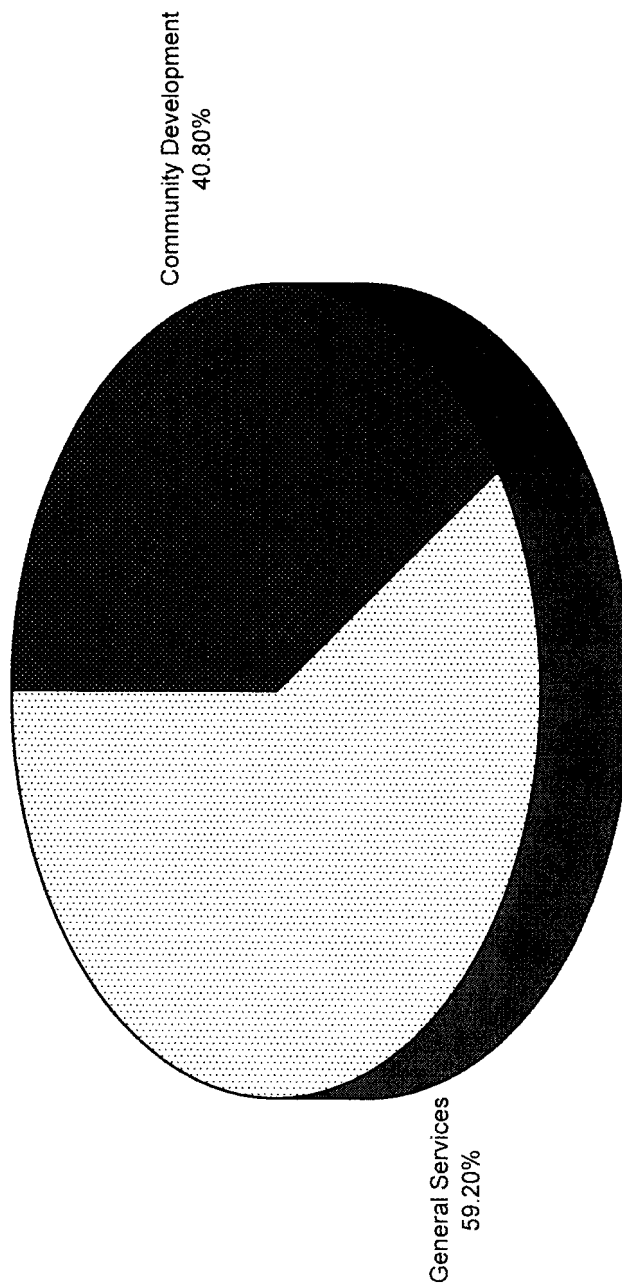


*Community Services
and Development*

**Community Services and Development
\$12,390,727**



Community Services and Development

	Actual FY 2006	Budget FY 2007	Adopted FY 2008	Increase (Decrease)
Community Development:				
Administration	\$ 876,931	\$ 643,657	\$ 611,950	\$ (31,707)
Engineering	1,226,714	1,501,592	1,245,800	(255,792)
Inspections	1,008,963	1,027,776	1,141,941	114,165
Drainage	805,758	857,674	953,175	95,501
Illegal Dumps Cleanup Fund	6,006	10,000	10,000	-
Leachate Hauling	20,605	35,000	35,000	-
Planning and Zoning	592,701	767,032	1,030,991	263,959
Planning Commission	23,343	26,723	26,723	-
Total Community Development	4,561,021	4,869,454	5,055,580	186,126
General Services:				
Administration	335,766	312,148	315,433	3,285
Environment Management	8,203	10,000	10,000	-
Solid Waste	4,727,652	4,710,891	4,788,335	77,444
Building Maintenance	1,249,809	1,301,748	1,544,496	242,748
Welding Shop	95,860	95,449	99,625	4,176
Custodial Services	540,902	575,306	577,258	1,952
Total General Services	6,958,192	7,005,542	7,335,147	329,605
Total Community Services	<u>\$11,519,213</u>	<u>\$11,874,996</u>	<u>\$12,390,727</u>	<u>\$ 515,731</u>

Community Development

Mission Statement

Facilitate the orderly growth and development of the community while protecting the health, safety and welfare of its citizens, visitors, general public and surrounding communities. The Community Development Department is committed to our vision to progressively lead the orderly growth and development of our community in order to protect our resources and sustain our growth potential for future generations.

Departmental Goals and Objectives

Provide professional Engineering services to the citizens of Roanoke County and to other departments within the county organization

- Meet the demand of the development community and comply with the newly adopted ordinances in order to improve or reduce the time requirement of the development review process
- Precisely review all development plans within established department time frames
- Compliance with more restrictive Virginia Department of Environmental Quality (DEQ)/Army Corps of Engineers stream/wetland protection regulations
- Manage the Center of Research Technology (CRT) infrastructure development plan
- Study the feasibility of implementing public works management program for right of way

Provide for maintenance and construction of Stormwater Management and Drainage Facilities in Roanoke County

- Develop a strategy for inspecting stormwater management facilities and apply the Best Management Practices (BMP) for implementation strategy
- Seek federal and state funding for the purchase of repetitive residential flood loss properties in the county and other mitigation projects
- Maintain a Class 8 status in the Community Rating System
- Enforce compliance with current federal mandates in the Clean Water Act - Virginia Pollution Discharge Elimination System (VPDES)
- Implement regulation and enforcement of stormwater quality regulations now required by the Environmental Protection Agency (EPA)
- Implement a new Stormwater Management Ordinance and Illicit Discharge Ordinance

Administer, maintain and enforce the Building Codes of Roanoke County and develop a professional and customer oriented staff that will provide efficient and accurate services to the public

- Complete the implementation of the Land Development Office (LDO) permitting system
- Evaluate the feasibility of combined commercial permits similar to the current residential permit process
- Evaluate the current assignment of inspector duties and geographical distribution to align with changing construction demands
- Develop and implement a walk-in permitting process for minor permits
- Establish inspection process system that reduces the trip generation for on-site land-development Erosion and Sediment (E&S) control and building inspections review
- Obtain ISO rating of 3/3 or better

- Work closely with outside organizations such as Home Builders Association, and Homeowners Associations for subdivisions to evaluate and improve the current permitting systems

Continue to meet to the demand of our Geographic Information System (GIS) services and activities

- Achieve grade accuracy survey using Geographic Positioning System (GPS) unit as an effective tool for design and analytical purposes
- Integrate stormwater infrastructure into Spatial Data Engine (Arc SDE) and web site
- Develop proposal to make GIS data accessible in the fourth floor Training Room and Board Meeting Room for meetings with the Board of Supervisors, Planning Commissions, Board of Zoning Appeal, County Departments and the public
- Work with IT and the Assessor's office to replace existing Real Estate Assessment software

Maintain the County's major Community Planning processes and Transportation Planning Services in support of the Board of Supervisors, Planning Commission and community in order to develop and implement policies and plans for the community's future orderly growth and development

- Develop initiatives and programs to improve the public's trust in the land use development process
- Provide access to land development while preserving the safety and capacity of the transportation system
- Consider present and future transportation implications when making land use decisions
- Continue to monitor the state funding of county construction projects
- Assist in implementing a system of greenways in the Roanoke Valley including identifying funding sources

Administer and enforce the Zoning Ordinance and related regulations, and to process development proposals and applications to ensure that property is developed and used in accordance with the Zoning Ordinance

- Review alternative enforcement measures (civil penalties, ticketing, etc.) to improve compliance and reduce the number of repeat violations
- Develop additional public education programs to enhance community relations and develop better working relationships with staff, other departments, agencies and the community
- Streamline the site plan review process and develop a comprehensive monitoring program to insure continuous compliance with the zoning ordinance and proffered conditions once site development or redevelopment has occurred

Performance Measures

	2005-06 Actual	2006-07 Budgeted	2007-08 Adopted
Building Plans Review and Inspections Division allocate resources to training	1.5%	2%	2%
Stormwater Management staff complete 14 budgeted drainage projects	86%	86%	86%
Zoning Administration and Enforcement staff responded to all citizens zoning and land use inquires within three working days	92%	95%	95%

Budget Highlights – FY 2006 Accomplishments

Engineering

Our professional and certified engineering staff provided engineering review and inspection of new construction for new residential subdivisions, commercial and industrial developments. During the past fiscal year, they conducted numerous plan reviews and subdivision plat reviews for technical compliance with county and state codes and regulations through the development review process. The statistics included in the development review section provide the magnitude of the involvement of the staff in every part of land development in the County.

In addition, the staff provides comprehensive engineering design of public works projects for the residents of Roanoke County. They also provide review and support services for E&S inspections including roads, drainage, stormwater management, erosion and sediment control, and other aspects of public infrastructure. They work closely with the Economic Development Department in the planning, design, and construction of new sites for business and industrial prospects in an effort to attract and retain viable businesses in Roanoke County.

Stormwater Management

Digital flood insurance rate maps (DFIRMS) have been completed through a grant with FEMA that will greatly improve our ability to effectively manage floodplain development and provide assistance to citizens related to flooding and flood insurance.

During this past fiscal year, the Community Development Department received a total of 176 floodplain determinations and/or citizen inquiries. Our drainage crews completed twelve (12) major stormwater improvement projects, thirty eight (38) maintenance projects and twenty nine (29) emergency repairs to Roanoke County's infrastructure this fiscal year. As a result of meeting our goals and objectives, Roanoke County received notification from the Federal Emergency Management Agency (FEMA) of achieving a class eight (Class "8") rating in the National Flood Insurance Program's Community Rating System (CRS). This rating result has helped the residents of the county. Flood insurance premiums rates are discounted by 10% for homeowners who have flood insurance.

This past fiscal year we developed a stormwater information website which has an outreach potential that extends well beyond any of our past programs. This page has been improved to include various types of stormwater management information: definitions of key concepts; pictures and descriptions of local storm water impacts; volunteering opportunities; upcoming events; and, an interactive map for citizens to discover the watershed they live inside.

The year marks our fourth year of using the Global Positioning System (GPS) to locate and map storm drain structures. This year we located and recorded almost 1,400 new structures into the digital storm sewer map. The digital storm sewer map now holds 95% of the county's storm sewer system.

We also completed an inventory of structural stormwater controls (ponds) and we will continue to be updated through the storm drain mapping program. To date, more than 300 ponds have been placed in the stormwater controls inventory. Inspections of the ponds have begun and we have also started enforcing the necessary maintenance of the ponds.

Building Plans Review and Inspections

The building plans review and inspection service was last rated as 4/3 by the ISO rating methods. Our strategy is based on adding or reaching the level of 2% budget increase by the fiscal year 2006-07 for training and certification. We continue to monitor the various disciplines through various education programs available in the industry focusing on integrating the new technology and best practice in the field. Our goal is to reach and we hope to exceed 3/3 ISO or better during the upcoming evaluation in 2007-08.

We continue to revise our routes and techniques to provide prime inspection services and building reviews for new or renovated buildings throughout Roanoke County. We are working on the strategy to strengthen our inspectors' qualifications by acquiring additional certifications and training.

During the past fiscal year, the staff utilized the new LDO system. The LDO system allows us to monitor, track, and verify information more efficiently and expeditiously in processing the development plan review and inspections. It is our pleasure to report that the division processed contraction plans valued at approximately \$136,819,000. The County of Roanoke collected approximately \$544,150 in fees. The division issued 2301 various permits and 478 new residential permits. The inspection's staff covered a total of 15,844 inspections with an average of 10.5 inspections per day per inspector (6100 building inspections, 4920 mechanical and plumbing inspections, and 3900 electrical inspections with 875 for various erosion, fire safety and complaints inspections.) We also recorded 658 contractors, 89 certifications and 19 tradesmen in the course of a twelve month period.

Additionally, the CSR (Customer Services Representatives) staff logged in 880 residential building and site plans for review in FY 2006. A five-day review is required on these plans. Approximately 93% of all plans were reviewed within five (5) days and issued by the CSR staff.

Development Review

During the FY 2006, the development review team processed 317 projects for new subdivisions plans, commercial site plans, E&S control plans, and concept plans. These projects generated approximately \$13.5 million via 268 sureties to secure orderly development. The County of Roanoke generated a total of \$223,025 in fees for these projects. Also during this fiscal year, the development review team processed 183 small plats and 54 large plats applications for new subdivisions. These subdivisions generated a total of 830 lots that are added to the tax maps through our GIS system. In addition, this function processed 50 new commercial buildings, 130 alterations and 25 additions for commercial structures. This team stays busy throughout the day and is able to handle approximately 75 phone calls per day with at least 20 phone messages per day.

We also implemented the Corrective Action Plan Agreement for the Local Urban Program Review established with the Department of Conservation and Recreation in order to bring our review, inspection and enforcement processes into minimum standards of effectiveness and compliance with Virginia Erosion and Sediment Control Law and Regulations. These items include the revision of the County E&SC ordinance; the revision of the plan checklist to model the VESCH checklist; creation of Inspection Log Page for each project to match the state requirements; and, reorganized the file review records maintained by the department.

GIS

Over the last several months, GIS partnered with IT to incorporate all surrounding jurisdictions' street information into our new E911 dispatch system. The same information was added to the new County Information Management System IMS website for use by the public and other entities. The Division will continue to work in cooperation with IT to enhance the accessibility and user-friendly interface of the site.

The GIS division continues to meet its goal of maintaining the accuracy of the Roanoke County's base maps within a 30 day period. In 2006, the GIS division processed approximately 830 parcel changes into the system. These parcels were created from new subdivisions of large land tracts or by splitting existing parcels.

The previous year estimates were based on all parcel changes including straight property transfers. Besides parcel changes, the staff is also responsible for updating addresses, storm sewer systems, and street changes as they occur. Along with this work, the division is continuing to work with Roanoke County's IT Department and outside consultants to develop a strategy towards our goal of Enterprise GIS.

Planning and Zoning

In FY 2006, fourteen (14) rezoning and fifteen (15) special use permit applications were reviewed, analyzed and presented to the Planning Commission and Board of Supervisors by staff. Development plans were consistently reviewed within established time limits – subdivision plans (15 working days), site plans (10 working days) and building plans (10 working days). See Development Review and Building Inspection sections for more information on the number of development plans reviewed in FY 2006.

In FY 2006, the Department received 1,352 zoning related complaints of which 92 percent were responded to within three working days. Three variance applications and two appeals of the Zoning Administrator were also processed during the past year.

Community Development Appropriations				
Description	Actual FY 2006	Budget FY 2007	Adopted FY 2008	% Change 07-08
Personnel	\$ 2,890,854	\$ 3,308,340	\$ 3,479,572	5.2%
Operating	814,514	595,951	615,345	3.3%
Capital	855,653	965,163	960,663	-0.5%
Transfers	-	-	-	
Total	\$ 4,561,021	\$ 4,869,454	\$ 5,055,580	3.8%
Positions	51	59	59	0.0%